While every effort is made by the CTA to provide safety and security, as a CTA customer you can also minimize the chances that a crime will occur. While you relax and enjoy your ride, always be mindful of your surroundings.

Prepare in Advance for Your Trip.

- Know your route ahead of time and get schedules to reduce waiting time.
- For travel information, call 836-7000 from any local area code.
- For general information, call CTA Customer Service at **1-888-YOUR-CTA** (1-888-968-7282), or visit **www.transitchicago.com**.
- Have your fare ready or purchase Chicago Card™, Chicago Card Plus™, Transit Cards or passes in advance.

Stay Alert and Awake.

- Observe the behavior of those around you.
- Do not sleep on the bus or train, or become too engrossed in a book.

Keep Yourself and Your Belongings Safe.

- Avoid sitting next to the door.
- Keep your purse, shopping bag, backpack, packages, or other belongings in your lap, on your arm, or between your feet.
- Do not display expensive jewelry; if you do wear it, conceal it while you travel.
- Carry wallets in a coat or front pants pocket.
- Be wary of noisy passengers arguing or causing a commotion. This could be staged to distract you.

Helpful Travel Tip

Remember that trains and buses are less crowded during non-rush hours.

When Traveling With Children:

- Please allow extra time.
- Never leave children unattended.
- When traveling with a stroller, use the wheelchair accessible gate to enter/exit the rail station or request assistance.
- Carry small children in your arms as you pass through a rail station turnstile or rotogate. Hold the bar for older children and individually help them through the turnstile or rotogate.

On Escalators

- Hold the handrail.
- Keep feet away from sides and edges of steps.
- Do not try to pick up objects with your hands.
- Do not take children in strollers on escalators.

On Elevators

- Be careful entering or exiting.
- If necessary, use the elevator intercom to communicate with the CTA Control Center.

On the Rail Station Platform

- Do not stand closer than five feet from platform edge, until the train comes to a complete stop.
- Never try to retrieve an object that falls onto the tracks. Ask a customer assistant for help or call 312-432-8030.

On the Bus or Train

- When standing, hold on to vertical bars or extension grab bars on seat backs.
- Never lean against doors.
- Never cross from car to car or stand between cars.
- Keep large items such as strollers, shopping carts and luggage clear of aisles and doorways.

Be Considerate of Fellow Customers.

Assist us in providing a clean and friendly ride.

Some Activities NOT ALLOWED on CTA vehicles:

Eating/Drinking **Drugs/Alcohol**

Selling **Soliciting** **Gambling**

Graffiti/Etching **Littering** **Smoking**

Loud playing of audio devices
(for example, CD players, walkmans, radios, video games, etc.)

Carrying Flammable or Explosive Materials

Carrying Weapons

Peddling, panhandling and all of the above activities are violations of Chicago Transit Board Ordinance No. 98-126. Violators can be fined up to $300.

Please don't buy from peddlers or give money to panhandlers. Please alert a rail operator or customer assistant to report any unauthorized behavior that you witness.

To report graffiti or etching in the act, call 911.

To report graffiti or etching that has already occurred, call 311.

Questions or Comments?
Call CTA Customer Service at
1-888-YOUR-CTA (1-888-968-7282)
(weekdays 7 a.m. to 8 p.m.)
TTY: 1-888-CTA-TTY1 (1-888-282-8891)

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Security Tips

For Bus & Rail

Fall 2004

If You See Something, Say Something.

www.transitchicago.com

Dear CTA Customer:

Your safety matters most to us.

You've heard what overall steps you should take to prepare yourself, your home and family for an emergency situation. This brochure addresses steps to take in an emergency situation and basic safety rules to follow when riding CTA buses and trains.

You Can Help in Several Ways:

- **Be alert**. If you see someone acting suspiciously, find an unattended package, see smoke, notice an odd smell, or witness anything unusual, tell the bus operator, rail operator or customer assistant immediately.
- **Remember to take your packages** with you when you leave. If you see someone leave a package on the bus or train, politely bring it to their attention. The inspection of unattended packages delays service.
- **Do not bring ANY food or beverages** on CTA vehicles. The inspection of litter will cause delays to service.
- **Obtain up-to-date travel information** before you take your trip by visiting our web site at **www.transitchicago.com** or calling 836-7000 from any local area code.
- **Consider alternate ways to travel.** If there is an emergency impacting train service, consider the bus. Or, vice versa. Keep your options open and be ready to adapt to changing circumstances.
- **Threats or hoaxes**—whether real or implied—are a felony and will be aggressively investigated and prosecuted.

EMERGENCY RESPONSE

On our Buses

Listen carefully when the bus operator makes announcements. Emergency exit instructions are listed on windows, ceiling escape hatches and doors.

For emergencies, buses are equipped with two-way radios and silent alarms so that law enforcement can be contacted.

All CTA buses are equipped with surveillance cameras.

On our Trains

All CTA trains have a two-way intercom system in each rail car that allows customers to talk to the rail operator in an emergency.

When you need help or in case of an emergency, look for **the blue light** on the rail car lighting panel. Push **the operator call button** to contact the rail operator.

If instructed, follow the *In Case of Emergency* procedures posted at each passenger door exit, at the center section of each rail car.

If the train stops, listen for the rail operator's instructions and follow them calmly.

Do not block doors from closing. Remember that a train can only move if all doors are closed.

At our Rail Stations

A customer assistant or security guard is on duty at CTA rail stations at all times. Push the call button for assistance. Customer assistants are equipped with radios giving them direct contact with CTA's Control Center.

Supervisor booths are located on select rail station platforms and are usually staffed during daytime hours on weekdays.

Public phones are located on most rail station platforms and mezzanines.

At no charge, call 911 for emergency services or dial *1 for direct access to CTA Customer Service.

CTA works with police departments and security firms to keep the system safe.

In addition to uniformed and plainclothes police who patrol our buses and trains, the CTA contracts with private security companies. Their services include roving canine patrols.

On a Station/Subway Platform

Familiarize yourself with all the entrances/exits to the rail station that you frequently use in case you ever have to use a different entrance/exit.

Rail station platforms are equipped with call buttons that can be pushed to call for a customer assistant. Use call buttons to report suspicious people, unusual activity or unattended items to the customer assistant.

Listen for rail station announcements and calmly follow instructions.

IF A CRIME OCCURS

Be Ready to Respond.

Most incidents on the CTA involve minor theft such as pickpocketing. Assault or violence is rare. Every incident is different. There is no one response that can be recommended. Your main objective should be to avoid injury. **If confronted, run toward light and people. Call or yell for help!**

Report Crime Immediately.

If a crime goes unreported:

1. **The assailant cannot be caught.**
2. **Criminals are allowed to operate without interference.**

Not reporting a crime actually produces more crime by the same criminals. Whether you are a victim or a witness, call the police. **Get involved!**

Give a Detailed Description.

If you are a crime victim or witness, give as complete a description as possible, as soon as possible. **Write it down!** You may not remember it when you need it. Make notes about the offender's height, weight, sex, age, race, distinguishing marks and clothing. Describe any weapon used and note in which hand it was held. Get witnesses if you can.

If possible, get identifying numbers from other witnesses:

CTA employee badge numbers.

Bus/rail car number—in several locations, inside and outside of the rail cars.

Bus/train run number—in lighted box on the bus dashboard or in the front window of the first rail car.